

DRAFT
Outreach And Training Working Group

Issue	Strategy	Task	Who	When	Measure of Success
Policy Issues					
1	*DEM should be proactive in working with communities, CRMC on ISDS issues. A mechanism should be created to evaluate denitrification issues, etc. and the support of new wastewater management districts.	There is an existing Septic System Policy Forum that has been working with the municipalities. We should focus this group to work on some of these concerns.	<ul style="list-style-type: none">Complete development of the Rhode Island Municipal Wastewater Programs Reference Manual.Develop an yearly evaluation report to track success on this issue.	DEM (Jim Riordan)	<ul style="list-style-type: none">End of Calendar Year '00Oct. '01 <ul style="list-style-type: none">Reference Manual complete.See discussion of report (below).
2	Additional emphasis should be placed on maintenance and inspection of ISDS. A significant number of the existing systems have failed and need to be repaired.	DEM has a strategy for this item, which includes development of an inspection procedure, community planning grants and low-interest loan moneys for system repair and upgrade. However, homeowners are still not getting all the information they need.	<ul style="list-style-type: none">DEM will develop a press/outreach plan to better publicize information available. This will be coordinated with URI and other stakeholders through the Septic System Maintenance Policy Forum.DEM will reissue the grant RFP for community planning this fall.	DEM (Jim Riordan)	<ul style="list-style-type: none">Outreach plan to be developed Nov '00 and Feb '01 (next two policy forum meetings)RFP is planned for Dec '00 <ul style="list-style-type: none">Outreach planResponse to RFP
3	*DEM, the Department of Health and the Department of Administration should provide resources to the municipalities concerning wastewater issues, especially to support wastewater management districts. DEM should review its permitting policies in these districts to support the installation of innovative alternative ISDS applications.	This is being addressed as described above.			

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Issue	Strategy	Task	Who	When	Measure of Success
Administrative					
Training Issues					
1. *Support continuing education for wastewater practitioners.	URI currently has a training facility, which provides professional training. DEM has supported URI with a number of grants.	Evaluate effectiveness of training programs with a yearly evaluation.	DEM (Jim Riordan) in cooperation with URI (George Loomis)	Oct '00	
2. DEM should sponsor homeowner training on maintenance of ISDS.	See above.				→
3. Municipalities do not have the expertise to track ISDS issues. If DEM wants to utilize the municipalities in the program, additional training efforts need to be directed to this constituency.	<ul style="list-style-type: none"> · Municipalities are able to use planning grants as described in Issue 1-2 for this purpose. · Consider developing a training course in cooperation with URI. 	<ul style="list-style-type: none"> · Report on effectiveness of current initiatives. · Coordinate with URI on the development of a training program if desired. 	<ul style="list-style-type: none"> · Report--DEM (Jim Riordan) · TBD 	<ul style="list-style-type: none"> · Oct '00 · TBD 	<ul style="list-style-type: none"> · See report. · Contingent on tasks.
4. There are inconsistencies in application review and inspection (by region). DEM should look at instituting internal staff training.	This has been less a problem than in the past. There is an internal process to minimize inconsistencies.	N/A			→
5. Send more DEM employees to training concerning I/A technology. Training opportunities are limited due to the workload of the personnel.	DEM has developed procedures to inform employees of newly approved I/A technology and allows employees to attend training courses on the subject.	<ul style="list-style-type: none"> · Keep a list of who attends. · Consider a requirement for staff to attend regular training sessions. 	DEM (Russ Chateaufneuf, Brian Moore)	TBD	→

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Outreach Activities						
1	DEM should consider utilizing water districts, the local conservation commissions, or municipalities to assist DEM on outreach especially with respect to I/A technology maintenance requirements.	· This is being done.	Analyze each type of I&A technology to determine management capacity, make recommendations and develop strategy for improvement.	DEM (Jim Riordan)	TBD	A comprehensive strategy for improvement.
2	The ISDS program should meet with the regulated community on a regular basis using seminars and informal meetings to discuss issues of concern.	Russ and Brian meet extensively with the regulated community and the Associations that work on ISDS systems.	N/A			
3	Educate ISDS owners about the benefits of proper maintenance, water conservation and proper use of an ISDS. Use the application approval process as an opportunity to convey this information.	DEM OWR recently completed a handbook that addresses maintenance and inspection issues extensively.	A plan for distribution of outreach materials will be developed in cooperation with the policy forum.	DEM (Jim Riordan)	Nov '00	Outreach plan and subsequent distribution of materials
4	Develop a permit guide		Ask OTCA	TBD		Permit guide
5	Conduct an annual meeting with licensed designers to review regulatory requirements, explain changes in procedures, accept comments and provide discussion of emerging issues.	This is done informally. We should consider a yearly DEM sponsored forum on ISDS issues with this constituency.	Hold a formal meeting in Feb, Mar, ect.	TBD		· Annual meeting. · Recommendations for emerging issues.

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Parking Lot					
1. Not enough people are upgrading their substandard systems. Lack of financial assistance for homeowners impedes the development of inspection-based management programs	Some states, such as MA, offer tax credits for repair of failed/substandard systems. RI should consider this.	Consider legislation to offer a tax credit (e.g. MA's credit = \$1,500/yr for up to \$6,000).	Policy Forum (Jim Riordan), Director's Office	TBD	
2. Better and more extensive standardization of I, O & M procedures for I & A systems. (No specific recommendations were developed for this issue)					
3. Inspection, operation and maintenance of innovative and alternative systems is not occurring on a routine basis.	Increased homeowner accountability for I, O & M of I & A systems once they are installed.	<ul style="list-style-type: none"> · Increase tracking of these systems through DEM or another entity (e.g. utility, local district, etc.). · Require liens and deed restrictions for I, O & M as part of mortgages. This would probably require new legislation. 	TBD		
4. Homeowners are ill informed regarding the implications of owning an I & A technology.	Increase homeowner education and awareness. Encourage designers to provide this information up front.	Develop a fact sheet with a matrix of different types of I & A technology by characteristics and implications.	DEM, Policy Forum	TBD	
5. Septage receiving facilities lack the capacity to accept peak-level disposal especially in the summer	Provide incentives to increase capacity.	Develop financial assistance (e.g., grants) to upgrade septage-receiving capacity at local plants. Consider requiring reduced tipping fees as a condition of grants. This might require a bond issue.	DEM, Policy Forum	TBD	

* Added at the August 21, 2000 meeting of the ISDS Task Force.